

# SYSTEMS ANALYST/PROJECT LEADER

**GRADE: 23**

**FLSA: EXEMPT**

## CHARACTERISTICS OF CLASS:

The Systems Analyst/Project Leader performs difficult professional and administrative work designing, implementing and maintaining automated systems, systems programming and database administration. For the purpose of this job, automated systems means software developed in-house as well as software acquired from third parties. The incumbent provides project management for assigned application development projects, and oversees some technical support for existing applications. The incumbent also ensures that requirements analyses, specifications, programming, documentation, and testing are completed correctly, on time, and according to established standards. The incumbent is also responsible for some systems programming and database administration on one or more of the City's various software applications. The work requires a proactive approach to ensure the applications meet the needs of a wide range of users in a rapidly expanding environment. Assignments, tasks and projects are performed under general managerial direction and the work has serious impact on the objectives of the department and the work of the City as a whole. The incumbent is required to be on call.

## EXPECTATIONS OF ALL CITY EMPLOYEES:

- Learn and demonstrate an understanding of City, department, division and team goals.
- Serve and meet the needs of customers during routine or emergency situations.
- Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.
- Ability to assess his/her work performance or the work performance of the team.
- Plan and organize his/her work, time and resources, and if applicable that of subordinates.
- Contribute to the development of others and/or the working unit or overall organization.
- Produce desired work outcomes including quality, quantity and timeliness.
- Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.
- Understand and value differences in employees and value input from others.
- Consistently report to work and work assignments prepared and on schedule.
- Consistently display positive behavior with regard to work; willingly accept constructive criticism; demonstrate respect toward others.

## EXAMPLES OF DUTIES:

- Depending on area of concentration, works directly with the IT or Financial Systems Manager to plan and organize the implementation of automated systems schedules and budgets.
- Performs a number of related duties, which can include but are not limited to the following:
  - Coordinates and directs project management, implementation of new applications, training, documentation and maintenance activities.
  - Establishes procedures, standards and reporting formats; trains staff and ensures that standards and procedures are being followed correctly.
  - Has direct contact with officials and outside organizations as necessary such as the Department Heads and other local officials and various vendors.
  - Where projects involve third-party vendors, incumbent interfaces with vendors regarding project definition, schedules, billing and acceptance of work performed.
  - Leads software development projects and provides analysis with objectives and outlined procedural approaches; performs detailed review of the end product for adherence to user requirements, development standards and documentation standards.
  - Assists staff with requirements analyses, system and program specifications, writing and testing of software, and preparation of documentation.
  - Prepares, plans and assists in the installation of new releases for all city wide applications.
  - Assists end-users with problems encountered in the use of applications software.
  - Assist with the training of system users.
  - Works closely with departments on related issues.
  - Coordinates application batch processing..
  - Participates in the preparation of the division budget.
  - Investigates causes of performance problems and makes corrections as necessary.
  - Reviews and checks system files, logs, reports and capabilities.
  - Investigates system problems and coordinates their timely resolution with vendor and hardware/network support personnel.
  - Assists staff and users with questions and problems regarding the above systems, or other systems related software.
  - Assists with disaster recovery procedures.
  - Maintains and documents system processes, accounts and user profiles.
  - Assists in the drafts Requests for Proposals and other appropriate specifications for application and system software and utilities or related equipment.
  - Performs other duties as required.

## **QUALIFICATIONS:**

### **Required Training and Experience:**

A Bachelor's Degree from an accredited college or university in Information Systems/Accounting Systems or related field. Three to five years' experience with

automated systems with some knowledge of programming including one to two years' with systems implementation experience.

**Preferred Knowledge, Skills and Abilities:**

- Knowledge of various systems and sub-systems including Financial, Payroll, Human Resources, General Ledger, Purchasing, Inventory, Time & Attendance, Budgeting, Applicant Tracking, Procurement Card and Revenue systems.
- Knowledge of various systems and sub-systems including Financial, Payroll, Human Resources, General Ledger, Purchasing, Inventory, Time & Attendance, Performance Budgeting, Applicant Tracking, Procurement Card and Revenue systems.
- Knowledge of accounting procedures, practices and concepts and how they apply in an automated systems environment.
- Knowledge of the hardware and software platforms currently used by the City.
- Knowledge of SQL and some knowledge of a server based environment.
- Knowledge and familiarity with CGI AMS Advantage ERP system, including: AP, GL, Purchasing, Inventory, HR, Payroll, Budget, and Employee Self Service modules.
- Knowledge of Kronos Time and Attendance systems and how it relates to current financial and payroll systems.
- Knowledge of Business Objects or other data warehouse and report writing Environments.
- Knowledge of vendor support services.
- Knowledge in the area of systems analysis, including requirements analysis, general design and detailed design.
- Working knowledge of applications development, including some coding, testing, debugging, implementation and maintenance.
- Strong interpersonal and communication skills, including interaction with end users in an automated systems setting.
- Ability to oversee a systems training environment and help desk setting.
- Ability to understand hardware and software concepts, system security, data management, systems analysis and design, and programming techniques.